

UTILITY CUSTOMER PAYMENT PLAN POLICY

- Customer's who are put on a payment plan (Finance Agreement) must come into the office to sign their agreement and make the initial payment within seven (7) days of making the arrangement, or the payment plan will not go into effect, and their bill must be paid in full by the due date.
- If a customer is put on a payment plan, all payments must be made on time, before the due date of each bill, which is the 15th of every month, or the payment plan will be terminated.
- If a customer misses a payment on the payment plan, or pays less than they are required to per the signed agreement, their payment plan will be terminated and the bill must be paid in full. A note will be made on their account that they will no longer, in the future, qualify to be put on a payment plan.